Guide to Medical Interpretive Services

- Follow the steps below to obtain medical interpretive services paid by Medicaid for a qualified client.
- Follow the steps in order.
- The box on the left is a "QUICK GUIDE" with keywords.
- The column on the right side of the box is information about each step.
- On the back side of this page is a list of Medical Interpretive Service Contractors and languages covered.
- For more information, refer to the Utah Medicaid Provider Manual, SECTION 1, Chapter 1 - 1, Applying for Medicaid 1; Chapter 2 - 1, Medicaid Services, item 33; Chapter 6 - 12, Medical Interpretive Services.

World Wide Web Address: www.health.state.ut.us/medicaid/SECTION1.pdf

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QUICK GUIDE

Medical Interpretive Services
for
Medicaid, CHIP, UMAP, and services authorized on a State Medical Services Reimbursement Agreement Form (MI-706).

Both client and service must qualify for Medicaid to pay for an interpreter.

❶ Client eligible for health care service?

  NO - Client NOT ELIGIBLE for free interpreter.

❷ Client in managed care plan?
  YES - Go to step 3.
  NO - Go to step 4.

❸ Service covered by managed care plan?

  YES - ☎ Call plan for interpreter.

  NO - Plans do not cover pharmacy, dental and chiropractic services. Go to step 4.

❹ Health care service covered by fee-for-service medical program for which the client is eligible?
  NO - Client NOT ELIGIBLE for free interpreter.

  YES - ☎ Call medical contractor for interpreter.

❺ Give required information to contractor.

Reference: Utah Medicaid Provider Manual
SECTION 1, Chapter 6 - 12, Medical Interpretive Services

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❶ Client eligible for health care service?

Verify that the patient is eligible for a federal or state medical assistance program. Programs include Medicaid, CHIP, UMAP, and services authorized on a State Medical Services Reimbursement Agreement Form (MI-706). If not eligible, the client is NOT ELIGIBLE for a free interpreter.

❷ Client in managed care plan?

Verify whether the patient is enrolled in an HMO and/or a mental health plan.

  YES - When client is enrolled in a plan, go to step 3.

  NO - When client is not enrolled in a plan, go to step 4. The client is fee-for-service.

❸ Service covered by managed care plan?

  YES - A managed care plan must also cover interpretive services. Call the plan for interpreter.

  NO - Medicaid's managed care plans do not cover pharmacy, dental or chiropractic services. These are fee-for service. Go to step 4.

❹ Service covered by fee-for-service medical program for which the client is eligible?

  NO - When the service is NOT covered, the client does not qualify for a free interpreter.

  YES - When the service is covered, an interpreter is also covered. This includes pharmacy, dental and chiropractic services for clients in a managed care plan.

❺ When both the client and the service qualify, call one of the contractors listed on page 2. Give the required information below.
  1. Client's first and last name spelled exactly as on the Medicaid Identification Card.
  2. Client date of birth: six digits only (mm/dd/yy)
  3. Client's Medicaid number
  4. Your twelve-digit Medicaid Provider Number
  5. The Medicaid contractor number (listed on page 2).
  6. Language requested.
  7. Time and date an interpreter is needed, whether in-person or telephone.

Medical Interpretive Service Contractors
Contractor Numbers and Languages

Catholic Community Services of Utah

(801) 977-9119

Hours: Monday through Friday, 9:00 a.m. - 5:00 p.m.

- Contractor number **01-6251**
- Languages: Albanian, Arabic, Armenian, Bosnian, French, Italian, Nuir, Persian, Russian, Somali, Spanish, Vietnamese.

International Rescue Committee

(801) 328-1091

Hours: Monday through Friday, 9:00 a.m. - 5:00 p.m.

- Contractor number **01-6248**
- Languages: Acholi, Albanian, Arabic, Bari, Dinka, Kakwa, Madi, Nuir, Russian, Serbo-Croatian (Bosnian/Serbian), Spanish, Swahili.

Passport to Languages

Toll-free: 1-800-297-2707 (Monday through Friday, 7:30 a.m. - 5:30 p.m. PST)

1-503-294-1340: 24 hours a day, 7 days a week, 365 days a year. Press 0 for operator.

World Wide Web: www.passporttolanguages.com

FAX: 1-503-297-1703.

- Contractor number **01-6243**
- Languages
  – by telephone, 160+ languages. See complete list at www.passporttolanguages.com
  – In-person*: Arabic, Farsi, French, Hmong, Mandarin Chinese, Persian, Russian, Somali, Spanish, Swahili, Vietnamese.

Pentskiff Interpreting Services

(801) 484-4089

Toll-free: 1-800-246-7127

Hours: 24 hours a day, 7 days a week, 365 days a year

- Contractor number **01-6250**
- Languages: Armenian, Belorussian, Bosnian, Chinese, French, German, Japanese, Russian, Spanish, Ukranian, Vietnamese.

Language Line Services

Toll-free: 1-800-874-9426

Hours: 24 hours a day, 7 days a week, 365 days a year

- Billing number **546017**
- Languages: Almost 200 languages.

*NOTE: Interpreters are available by appointment, both telephone and in-person. In-person service is generally in Wasatch front area only.

Language**	Contractors
Acholi	International Rescue; Language Line
Albanian	International Rescue; Catholic Community; Language Line
Arabic	Catholic Community; International Rescue; Language Line; Passport to Languages
Armenian	Pentskiff ; Language Line; Catholic Community
Bari	International Rescue Committee; Language Line
Belorussian	Pentskiff; Language Line
Bosnian	Language Line; Catholic Community; Pentskiff
Chinese	Pentskiff; Language Line
Dinka	Language Line; International Rescue Committee
Farsi	Passport to Languages; Language Line
French	Pentskiff; Passport to Languages; Catholic Community; Language Line
German	Language Line; Pentskiff
Hmong	Passport to Languages; Language Line
Italian	Language Line; Catholic Community
Japanese	Pentskiff; Language Line
Kakwa	Language Line; International Rescue
Madi	International Rescue; Language Line
Mandarin Chinese	Language Line; Passport to Languages
Nuir	International Rescue; Catholic Community; Language Line
Persian	Catholic Community; Language Line; Passport to Languages
Russian	Passport to Languages; Language Line; Pentskiff; Catholic Community; International Rescue
Serbo-Croatian (Bosnian/Serbian)	International Rescue; Language Line
Somali	Passport to Languages; Language Line; Catholic Community
Spanish	International Rescue; Pentskiff; Catholic Community; Passport to Languages; Language Line
Swahili	Language Line; Passport to Languages; International Rescue
Ukranian	Language Line; Pentskiff Interpreting Services
Vietnamese	Pentskiff Interpreting; Catholic Community; Passport to Languages Language Line

** If language needed is not listed, contact
Language Line Services or Passport to Languages.